GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:1502
ANSWERED ON:03.05.2016
Consumer Helplines
Choudhary Shri Ram Tahal;Devi Smt. Rama;Giluwa Shri Laxman;Jadhav Shri Prataprao Ganpatrao

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the consumer helpline have not been set-up in a number of States so far;
(b) if so, the details thereof and the reasons therefor indicating the names of States where it is yet to be set up/ operationalised along with the corrective steps taken in this regard;
(c) whether only a small percentage of complaints registered online and on helpline number have been cleared till date;
(d) if so, the details thereof and the reasons therefor indicating the number of such complaints received and disposed off during the last three years, State-wise;
(e) whether any responsibilities have been fixed in this regard if so, the details thereof and the action taken against those held responsible; and
(f) the steps taken to minimise pendency of complaints?

Answer

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) & (b) : Consumer helplines have not been set up in Andaman & Nicobar Island, Goa, Jammu & Kashmir, Lakshadweep, Meghalaya, NCT of Delhi, Punjab, and Chandigarh Administration.

Funds have been released under the plan scheme of "State Consumer Helpline" to Andaman and Nicobar Island, Punjab, Meghalaya, Lakshadweep and Chandigarh Administration for setting up of State Consumer Helplines. The States of Goa, Jammu & Kashmir and NCT of Delhi have not asked for central assistance for setting up State Consumer Helplines. These states have been asked to seek funds from the Central Government and to set up State Consumer helplines.

(c) to (f) : National Consumer Helpline and State Consumer Helpline provide telephonic advice, information, guidance and grievance redressal procedure to consumers relating to their complaints and forward their complaints to companies and regulators concerned for taking necessary action. National Consumer Helpline has tied up with more than two hundred companies as part of its convergence programme for resolution of consumer complaints.

The details regarding complaints sent and responses received under convergence agreement for the period from April 2013 to March 2016 is given in Annexure I.

The details of the complaints received in online portal of State Consumer Helplines and the National Consumer Helpline given in Annexure II.
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